



## AGENDA

### Customer Services Subcommittee

**Wednesday 26<sup>th</sup> February 2025 10.00am – 12.00pm**

**MS Teams ONLY**

<b>Core Members</b>	
<b>Paul Hayward (PH)</b> Chair	<b>James Wood (JW)</b> Operations Director
<b>Lynn Fonseca (LF)</b> Tenant Board Member	<b>Mitch Allan (MA)</b> Assistant Director of Housing
<b>Jenny Daisley (JD)</b> Client officer (Housing)	<b>Ros Jones (RJ)</b> Corporate Director
<b>Ruth Phillips (RP)</b> Head of Corporate Services	<b>Rachel Connolly (RC)</b> Shropshire Council Board Member
<b>Emma Jones (EJ)</b> Customer Engagement Manager	<b>Nicky Richardson (NR)</b> Scrutiny Panel Chair
<b>Jo Grivell (JG)</b> Executive Assistant and Minute Taker	

<b>Apologies</b>	
<b>Richard Amos (RA)</b> Tenant Board Member	

<b>Presenters</b>	
<b>David Moran (DM)</b> IT & Business Transformation Manager	

<b>Agenda Number</b>	<b>Item Title</b>	<b>Presenter</b>	<b>Report or Verbal</b>	<b>Decision or Discussion</b>	<b>Time</b>
1.	<b>**Welcome and Apologies</b>	PH	Verbal	Discussion	10.00
2.	<b>**Declarations of Interest</b>	PH	Verbal	Discussion	10.05
3.	<b>**Minutes of Last Meeting</b>	PH	Verbal	Discussion	10.10

4.	<b>**Operational Performance Review</b>	DM	Report	Discussion	10.15
5.	<b>**Customer Insight &amp; Engagement Update</b> (including Voice of the Customer (including Comms and marketing activities) and Customer Profiling Project Update – Update of paper going to FDPR on the 10 <sup>th</sup> )	RP	Report	Discussion	10.30
6.	Update on TSMs	RJ/RP	Report	Discussion	10.45
7.	<b>**Operational Risk Register</b>	JW	Report	Discussion	11.00
8.	<b>**Neighbourhood Management Report</b> (ASB, tenancy issues, neighbourhood events)	MA	Report	Discussion	11.15
9.	<b>**Strategy Delivery Programme Update</b>	RP	Report	Discussion	11.30
10.	<b>**Policies Update</b>	All	Verbal	<b>Decision</b>	11.45
11.	<b>**Forward Plan Review</b>	All	Verbal	Discussion	11.50
12.	<b>**AOB</b>	All	Verbal	Discussion	11.55